

COMMUNITY PARTICIPATION

Simply because this *Branch Libraries Study* has been written does not mean that the door has been closed to the community to help shape the future of library service in San Leandro. Opportunities for community members to provide input will be ongoing as the San Leandro Library and its community partners work to implement the recommendations contained in the *Study*:

- *As the implementation of the Branch Libraries Study moves forward, the Library will make additional presentations at meetings of the City Council, the School Board, and community groups.*
- *As new branch facilities are constructed and existing branch facilities are improved in the years to come, the Library will solicit input and feedback from customers via patron surveys, focus groups, and other methods.*
- *The Library will continue to work collaboratively with library customers to develop customized services that meet the specific needs of each of the unique neighborhoods it serves.*

*This is a “living document”:
community members will have
ongoing opportunities to help
shape the future of library
service in San Leandro*

Indeed, the Library considers the *Branch Libraries Study* to be a “living document” and encourages every resident of San Leandro to join with them to continue the conversation that this planning process has begun.

The Library encourages San Leandro residents to join with them to continue the conversation that this master planning process has begun.

MANOR BRANCH



Growth in Manor Service Area

Population	Current	2020
	22,800	23,300

Existing Library:

- 2,100 sf

Future Need for Manor Area:

- Branch square footage:
– 420% increase to 9,313 sf

"Children sometimes go to do homework, and the kids don't have enough room to sit."

– Manor Branch customer

"...the seating is not enough....For adults or children."

– Manor Branch customer



Manor Branch Children's Area

1. NEIGHBORHOOD NEEDS AND OPPORTUNITIES

The Manor Branch Library has the largest neighborhood branch service area, encompassing the area southwest of the I-80 Freeway and east of the Union Pacific Railroad line. The current Manor Branch Library is very well located to serve its residents in the central portion of this southwest residential area. The facility is a house that was remodeled in 1971 to accommodate the branch library, which has outgrown this facility many times over.

While Manor's service area is only expected to grow slightly—there are newer residential developments at the very southwest portion of the City—the current facility is much too small to accommodate the service area's existing population and the large number of schools. Six public schools, including San Lorenzo High School (Manor serves the San Leandro residents who attend this school) as well as two private schools are served by Manor.

2. EXISTING FACILITY/SERVICES AND COMMUNITY NEEDS

As mentioned previously, the existing Manor Branch Library is drastically undersized for the community it serves. However, its location in the central part of the neighborhood near the neighborhood commercial center serves the both the surrounding schools and community well, and its location exhibits easy access by foot or bicycle as well as public transit, especially important to children and seniors.

The community participation solicited information regarding all aspects of the Manor Library, and everyone agreed that the Manor was vital in serving the school-aged population in this neighborhood in terms of technology, book collections that supports curriculums. Patrons also wanted more materials for all ages, including large-print books and video collections.

The lack of a large enough collection of these, as well as places in the library to use the materials—both in groups and individually—are goals which the library needs to improve to better serve this population.

Service Levels	Have	2020 Need
Collection	18,020 volumes	30,000 volumes
Seating	18 seats	45 seats
Computers/Training Lab	4 computers	20 computers
Storytelling	0 spaces	in community room
Program Room	0 seats	100 seats
Group Study/Tutoring	0 seats	12 seats
Parking	0 spaces	31 spaces
Building	2,100 sf	9,313 sf
Population Served	22,800 people	23,300 people

BRANCH SUMMARIES

3. RECOMMENDATIONS

The recommendation for Manor is a new 9,313 sf library at the same location as the current branch. This location is attractive not only because it was found to be central to the service area, but also because the City recently purchased the adjacent professional building site in anticipation of a potential upgrading of the Manor Branch to better serve these residents.

The 9,313 sf includes a greatly expanded collection as well as a program room which can be divided into two smaller program rooms and which will provide space for library programs—including storytime and homework work—which are currently unavailable due to lack of space. This will also provide additional meeting space for the community and supplement the overbooked Washington Manor Park Building.

The construction of the Manor branch is appealing, not only because of the underserved population, but also because of the opportunity to support the City’s revitalization efforts for the Manor commercial area. A 9,000+ sf branch library will provide an anchor for commercial businesses, as it will be a destination for residents.

4. DEVELOPMENT STRATEGIES AND IMPLEMENTATION

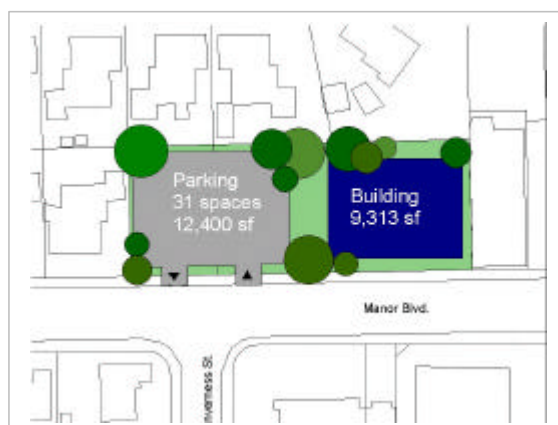
Total City Branch Library Need for 2020	22,350 sf
Development Strategy-upgraded library	9,313 sf

- One-story library (9,313 sf) with parking.
- The square footage will be fully constructed and occupied in Phase 1 and the parking will be constructed after the opening of the branch to allow for the current facility to remain open during construction.

The Phase 1 projects are the Manor and South branches. The City has already begun the process for the Manor Branch with the purchase of the needed land and the funding of Conceptual Design. The project will also be applying for State Library Bond Act (Proposition 14) funds.

5. NEXT STEPS

The next steps for Manor Branch is the continuation of the work currently being done. A proactive approach towards funding will ensure that all possible opportunities are pursued.



Site Capacity Diagram for Manor Branch

Recommendations:

**New Manor Branch Library
9,313 sf**

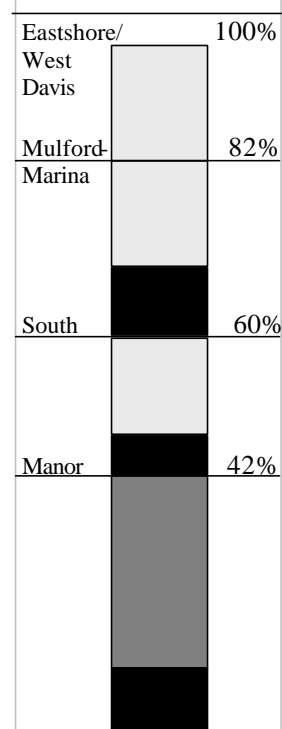
Phasing Recommendations:

- **Upgrading of Manor Branch during Phase 1 of Branch Library Master Plan**

Implementation:

- **Construction of new Manor Branch on adjacent site**
- **Existing facility to remain open during construction of new facility.**

Branch Improvements (as a % of 2020 Need)



Current square footage in
black

MULFORD-MARINA



Growth in Mulford-Marina Service Area

Population	Current	2020
	8,300	8,900

Existing Library:

- 2,000 sf

Future Need for Mulford-Marina Area:

- Branch square footage:
– 245% increase to 4,855 sf

"It would be nice to have a corner for parents to read to children...."

– Mulford-Marina Branch customer

"...not enough young adult/teen books."

– Mulford-Marina Branch customer

"[I] would like to see more ethnic and cultural collections at the branches"

– Mulford-Marina Branch customer



Not enough room for materials at Mulford-Marina Branch

1. NEIGHBORHOOD NEEDS AND OPPORTUNITIES

The Mulford-Marina Branch Library has the smallest neighborhood branch service area, but also the most isolated service area. The area is bounded by industrial areas on three sides and the Bay on the fourth. It is cut off not only from the other residential areas of the City, but also the major part of the City and its institutions. The current Mulford-Marina Branch Library is well located to serve its residents in this very isolated area of the City. The library facility is a house that was remodeled in the 1970's to accommodate the branch library, which has outgrown this facility.

While Mulford-Marina's service area is only expected to grow slightly, the current facility does not accommodate the neighborhood. While a portion of the residents visit the Main Library, the Mulford-Marina Branch is the center of the neighborhood's City services and should provide for it as such.

2. EXISTING FACILITY/SERVICES AND COMMUNITY NEEDS

As mentioned previously, the existing Mulford-Marina Branch Library is undersized for the community it serves. However, its location at the junction between the Mulford Gardens and Marina neighborhoods makes it accessible to all forms of travel—pedestrian, bicycle, and automobile. Its location near Garfield School also helps to serve the needs of this one school in the service area.

The community participation solicited information regarding all aspects of the Mulford-Marina Library, and everyone agreed that the Mulford-Marina Library needed to provide both space and materials for those who had difficulty getting to the Main Library. It is also important in serving as a neighborhood center. Patrons wanted more materials for all ages, including large-print books and video collections.

The lack of a large enough collection of these, as well as places in the library to use the materials—both in groups and individually—are goals which the library needs to improve to better serve this population.

Service Levels	Have	2020 Need
Collection	12,150 volumes	20,000 volumes
Seating	15 seats	22 seats
Computers/Training Lab	4 computers	10 computers
Storytelling	0 spaces	in community room
Program Room	0 seats	50 seats
Group Study/Tutoring	0 seats	6 seats
Parking	19 spaces	16 spaces
Building	2,000 sf	4,855 sf
Population Served	8,300 people	8,900 people

BRANCH SUMMARIES

3. RECOMMENDATIONS

The recommendation for Mulford-Marina is a new 4855 sf library at the same location as the current branch. This location is attractive not only because it was found to be central to the service area, but also because the City owns the adjacent parcel, which it is currently leasing to American Golf. The rental agreement for this parcel includes returning the needed portion of the parcel if and when it is needed by the Library to improve its services.

The 4,855 sf includes a greatly expanded collection, increased technology, and more seating for patrons. It also includes a program room which will provide space for library programs such as storytime (currently not offered due to lack of space), and will serve as a community meeting place for City and community meetings. This will be a major step forward in providing services to this isolated area without easy access to the central part of San Leandro.

4. DEVELOPMENT STRATEGIES AND IMPLEMENTATION

<u>Total City Branch Library Need for 2020</u>	22,350 sf
Development Strategy-upgraded library	4,855 sf

- One-story library (4,855 sf) with re-structured parking.
- The branch's collection may be moved to a temporary location during construction and the square footage fully constructed at this time. A second option is to construct the new facility next to the existing structure so that the library may remain open during construction.

5. NEXT STEPS

The Library should continue to look for opportunities, including a proactive approach towards funding, which will ensure that all possible opportunities are pursued.



Site Capacity Diagram for Mulford-Marina Branch

Recommendations:

**New Mulford-Marina Branch Library
4,855 sf**

Phasing Recommendations:

- **Upgrading of Mulford-Marina Branch during Phase 2 of Branch Library Master Plan**

Implementation:

- **Construction of new Branch at existing site and portion of City-owned parcel to the west**

Branch Improvements (as a % of 2020 Need)

Eastshore/ West Davis		100%
Mulford- Marina		82%
South		60%
Manor		42%

*Current square footage in
black*

SOUTH



Growth in South Service Area

Population	Current	2020
	12,500	12,900

Existing Library:

- 1,100 sf

Future Need for South Branch Area:

- Branch square footage:
 - 370% increase to 4,092 sf
 - additional sf needed if joint-use facility is built

"South Branch [is] definitely too small."

– South Branch customer

"I would like to see more computer at South Branch so maybe they can be used more than ½ hour."

– South Branch customer



Limited space and technology at South Branch

1. NEIGHBORHOOD NEEDS AND OPPORTUNITIES

The South Branch Library has a service area population of approximately 12,000 people. The South Branch service area segues into the Main Library service area, with the Main Library serving the Northeastern portion of the City and South Branch serving the southeastern portion of the city. It is separated from the Manor Branch Service Area by BART, the Union Pacific Railroad, and the I-880 freeway. The library facility is a small house that was remodeled in the 1970's to accommodate the branch library, which has drastically outgrown this facility.

South Branch's service area is only expected to grow slightly, however, the current branch must be expanded to provide the needed services for this existing population. Further, there is the potential for the City and Library to couple with the San Leandro School District to provide a better facility for both the residents and the students in the area by building a joint-use facility.

2. EXISTING FACILITY/SERVICES AND COMMUNITY NEEDS

Although the current South Branch Library is too small to accommodate its service population, is very well located to serve this population. Its location at East 14th Street makes it accessible from both sides of this busy area as well as for those who use public transit, and Jefferson School student.

The community participation solicited information regarding all aspects of the South Branch Library, and everyone agreed that the size of the current South Branch prevented it from providing services vital to the residents: technology access, enough room to utilize the library for reading and studying, and a wider selection of books were all heavily stressed. The lack of standard conveniences due to the small size of the library—public restrooms, water fountains, etc., as well as resources such as copy machines—all severely hinder patrons' use of this library. The need for meeting space was not necessary, beyond that for library programming such as storytime, due to the branch's proximity to the Main Library's meeting room resources.

Service Levels	Have	2020 Need
Collection	11,200 volumes	20,000 volumes
Seating	13 seats	22 seats
Computers/Training Lab	3 computers	10 computers
Storytelling	0 spaces	25 spaces
Community Room	0 seats	0 seats
Group Study/Tutoring	0 seats	6 seats
Parking	0 spaces	14 spaces
Building	1,100 sf	4,092 sf
Population Served	12,300 people	12,900 people

BRANCH SUMMARIES

3. RECOMMENDATIONS

The recommendation for South is a new 4,092 sf library. The location for this branch is uncertain as the current site does not have enough room to accommodate this expanded facility. However, the siting of this branch in its current area will best serve its population. The 4,092 sf includes an expanded collection as well as room for technology needs, a storytelling area, and seating for a range of patrons and uses. Further, an expanded joint-use facility is recommended if possible to further serve both the community and the City's students.

The construction of the joint-use facility for South branch is appealing, not only because it will combine public resources to more efficiently serve residents, but also because of the opportunity presented by Proposition 14. This branch is considered more competitive for this State library bond measure money because its governing board will be giving preference to joint-use projects between libraries and schools.

4. DEVELOPMENT STRATEGIES AND IMPLEMENTATION

<u>Total City Branch Library Need for 2020</u>	22,350 sf
Development Strategy-upgraded library	4,092 sf

Option 1:

- One-story library (4,092 sf) with parking.

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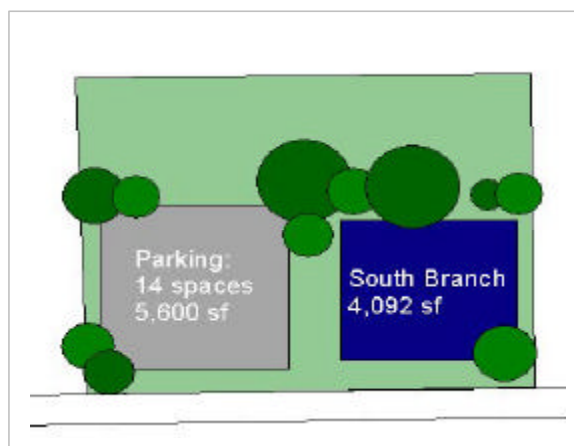
Option 2:

- Enlarged joint-use library (sf to be determined) with School District.

A site for an upgraded South Branch still needs to be determined as the needed size will not fit on the existing site. One opportunity is a potential joint-use project with the School District.

5. NEXT STEPS

One of the next steps for South Branch is to continue discussions with the San Leandro School District to determine the potential for a joint-use facility.



Site Capacity Diagram for South Branch

Recommendations:

**New South Branch Library
4,092 sf**

**Potentially expanded Joint-Use
Facility with the San Leandro
School District (will require
additional square footage)**

Phasing Recommendations:

- **Upgrading of South Branch
during Phase 1 of Branch
Library Master Plan**

Implementation:

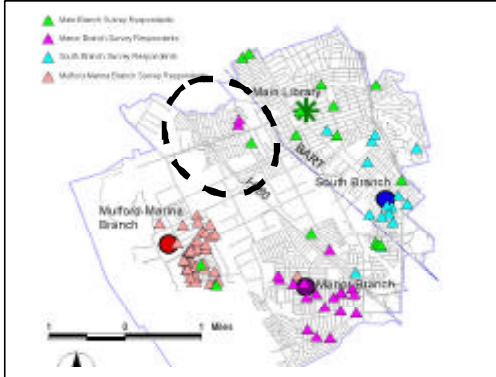
- **Construction of new Branch,
potentially as a joint-use
project with the San Leandro
School District at the
Jefferson School site**

Branch Improvements (as a % of 2020 Need)

Eastshore-	100%
West Davis	
Mulford-	82%
Marina	
South	60%
Manor	42%

*Current square footage in
black*

EASTSHORE/WEST DAVIS



Growth in Eastshore/West Davis Service Area

Population	Current	2020
	10,300	10,700

Existing Library:

- none

Need for Eastshore/West Davis Area:

- Branch square footage:
 - 4,092 sf

"I have enjoyed using the[se] branches...because they're small and you don't get lost in them.."
 – South Branch customer

"There should be branch libraries within walking distance for everyone. I walk to the library with my daughter a lot."
 – Focus Group Participant

"Branch libraries are neighborhood treasures."
 – South Branch customer

1. NEIGHBORHOOD NEEDS AND OPPORTUNITIES

The Eastshore/West Davis Service Area does not currently have a branch library. There formerly was a library in this area (on Davis Street near Thrasher Park) which was closed in 1978 after the passage of Proposition 13 caused significantly lower revenue for the City. The area has a service area population of approximately 10,000 people, all of which currently must travel to one of the existing branches or the Main or do without library services. This study mapped the addresses of patrons at all four of the San Leandro Libraries to find if any of these residents were making it to the existing libraries. A random survey of patrons at all four of the libraries asked patrons for their address, and these addresses were mapped through GIS (geographic information system) software. The map shows where the people who use each of the libraries resides. The residential areas of the Eastshore and West Davis neighborhoods had only three residents who used any of the San Leandro Libraries (while the rest of the areas were proportionate to the populations). It is not assumed that the population of the Eastshore and West Davis neighborhoods are uninterested in using the library, but rather that they do not have easy enough access to a library and are, therefore, underserved.

The reinstatement of the Eastshore/West Davis Branch Library would provide these residents with walkable, accessible library service akin to what other neighborhoods of the City are receiving.

2. EXISTING FACILITY/SERVICES AND COMMUNITY NEEDS

The community participation solicited information regarding all aspects of the Libraries; the patrons stressed the neighborhood atmosphere as an important feature as well as accessibility. Half of all branch patrons walk, bicycle, or transit to their local branches; many of these patrons do not reach the Main Library.

Service Levels	Have	2020 Need
Collection	0 volumes	20,000 volumes
Seating	0 seats	22 seats
Computers/Training Lab	0 computers	10 computers
Storytelling	0 spaces	25 spaces
Program Room	0 seats	0 seats
Group Study/Tutoring	0 seats	6 seats
Parking	0 spaces	14 spaces
Building	1,100 sf	4,092 sf
Population Served	12,300 people	12,900 people

BRANCH SUMMARIES

3. RECOMMENDATIONS

The recommendation for Eastshore/West Davis neighborhood is a new 4,092 sf library. The 4,092 sf includes a balance of services for residents: a varied collection as well provision of technology, seating for studying and reading, and a small program area for storytime and or other presentations. There is no meeting room provided in this library because of its proximity to the Main Library's resources.

The location recommended for this building is the City-owned site at Davis and Pacific, which is currently vacant. This location is desirable not only because it is central to the population it will serve, but also because of the opportunity to support the City's revitalization efforts for the Davis Street commercial area. Much of this portion of Davis Street is a designated Redevelopment Area (Plaza 2). A branch library will provide an attraction for commercial businesses in this area as it will be a destination for residents. Joint public-private development opportunities as well as funding available because of this status should be examined.

4. DEVELOPMENT STRATEGIES AND IMPLEMENTATION

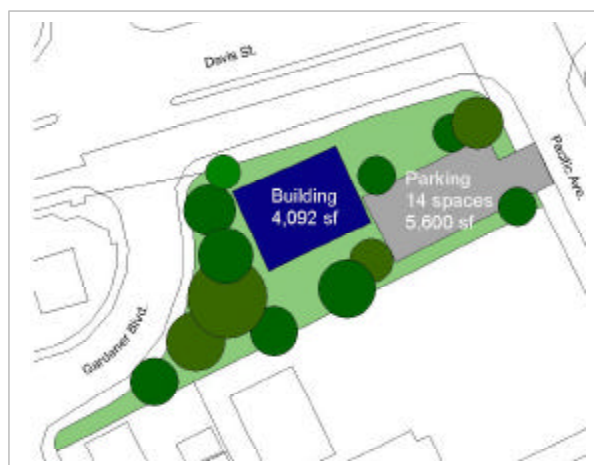
Total City Branch Library Need for 2020	22,350 sf
Development Strategy-upgraded library	4,092 sf

- One-story library (4092 sf) with parking.
- New facility to replace branch library previously closed due to lack of funding.

Funding opportunities should be identified as early as possible. Potential joint-venture opportunities with Redevelopment should be explored for this project.

5. NEXT STEPS

The next steps for Eastshore/West Davis Branch is the identification of potential funding opportunities, including potential coordination with the City's efforts in revitalizing the area. A proactive approach towards funding and strategies will ensure that all possible opportunities are pursued.



Site Capacity Diagram for Eastshore/West Davis Branch

Recommendations:

**New South Branch Library
4,092 sf**

Phasing Recommendations:

- **Building new branch in the Northwest portion of the City to serve the Eastshore/West Davis neighborhoods**

Implementation:

- **Construction of new Branch, potentially one that will assist the efforts of the City to revitalize the Plaza II Redevelopment Area, of which the identified site is a part**

Branch Improvements (as a % of 2020 Need)

Eastshore/ West Davis	100%
Mulford- Marina	82%
South	60%
Manor	42%

Current square footage in
black

APPENDIX

Acknowledgements

The following individuals and organizations participated in the planning process and provided invaluable information and guidance in the creation of this *Branch Libraries Study*.

LIBRARY CUSTOMERS

During the course of the six-month long planning process, the Library sought input from library customers from neighborhoods throughout San Leandro.

Focus Groups Participants

Nearly 30 people, including high school youth, seniors, and community leaders from civic, business, and school organizations, participated in 3 focus groups convened to discuss library services in San Leandro.

Amy Fong
Dena Glasco
Isabel Polomosa
Jasmine Medeiros
Linda Perry
Robert Leigh
Teresa R. Tostada
+ 23 other participants

Public Workshop Participants

In addition, fifteen San Leandro residents and neighborhood leaders attended an evening workshop that was open to the community.

Al Cayere
Barbara Tierny
Betty L. Moose
Bill Stephens
Irene Garliegep
Janet Povrill
Joanne Lothrop
Joey Jacobowitz
Linda Perry
Liz Koppenlana
Lucillo Kline
N. Kleinstein
Patricia Miller
Poon Yee
Richard Lloyd

Public Meeting Participants

Over fifty San Leandro residents and neighborhood leaders attended five community meetings which presented the draft Master Plan and the prototype design for the branch libraries as conceptualized in the Manor Branch design.

Walt & Dorothy Bielaski	Lorraine Yoshikawa
Saries Wetherbee	Alan David
Nat Kleinstein	Cynthia Louie
Bob Lynch	Alvin Louie
Trudy Hadler	Hollis Lesur
Dan McCracken	Kerry Hinton
Rose Tassielli	Cindy Simons
Caryl Ann Symons	Candy Brown
MaryAnne Perrad	Faepeire Hollin
Howard Kerr	Lana Strom
Barbara Tearney	Tracy Hayame
Poon Yee	Terry Treskin
Marti Lantz	Ernest Low
Bea Blesworth	Linda Perry
Ismare Otaroid	S. Welihil
Wellese Bird	Lucille Kline
Rochelle Usher	Sarah Diamond
Angelica M. Romero	Dan Sullivan
Larry Norry	George Brown
Marge Swien	

LIBRARY STAFF

The consultant team conducted four staff interview sessions attended by a total of seven staff members representing the Main Library and each of the three branches.

David Bohne, Library Director, San Leandro Library
 Nancy Fong, Library Services Manager, San Leandro Library
 Teresa Malen, Technical Librarian, Main Library
 Penny Peck, Children's Librarian, Main Library
 Barbara Hutchins, Support Services, Main Library
 Mary Litvinchuk, Branch Manager, Manor Branch
 Louise Gesse, Branch Manager, Mulford-Marina Branch
 Sue Belchik, Branch Manager, South Branch

AGENCY & COMMUNITY CONTACTS

Beth Green, Planning (Census Information)
 Cindy Brown, Information Services (Technology Costs)
 Greg Park, Information Services (Technology Costs)
 David Konecny, NorCal Moving Services (Moving Costs)
 Debbie Pollart, Development Services (Planning)
 Hing Wong, Regional Planner, Assn. of Bay Area Governments (Census Projections)

APPENDIX

Jim Richardson, Building Services Department (Permit Costs)
Luke Sims, Economic Development Manager (Potential Sites)
Matt Tomas, Planning (General Plan)
Michael Hamer, Information Services Specialist (ArcView)

LIBRARY / HISTORIC COMMISSION (ADVISORY COMMITTEE)

Susan Kleebauer, Chair, At Large, District 1
Donna Reed, District 1
Albert Mew, District 2
Caryl Ann Symons, District 3
Alban (Al) Cayare, District 4
Dennis Bownds Kaplan, District 5
Ernest Low, District 6

PROJECT MANAGEMENT TEAM

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Kari Holmgren, Group 4 Architecture, Research + Planning
Dominic LoGalbo, Group 4 Architecture, Research + Planning

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Kari Holmgren, Project Planner
Dominic LoGalbo, Assistant Planner
Jeremy Nelson, *Branch Libraries Study* editor

Kathryn Page Associates, Library Programming
Kathy Page, Principal


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graph TD; A[San Leandro City Council] --> B[City Engineering Dept. and Library]; B --> C[PROJECT MANAGEMENT TEAM]; C --- D[ADVISORY COMMITTEE]; C --- E(PUBLIC MEETING); C --- F(LIBRARY STAFF); C --- G(FOCUS GROUPS);
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San Leandro City Council

City Engineering Dept. and Library

PROJECT MANAGEMENT TEAM

ADVISORY COMMITTEE

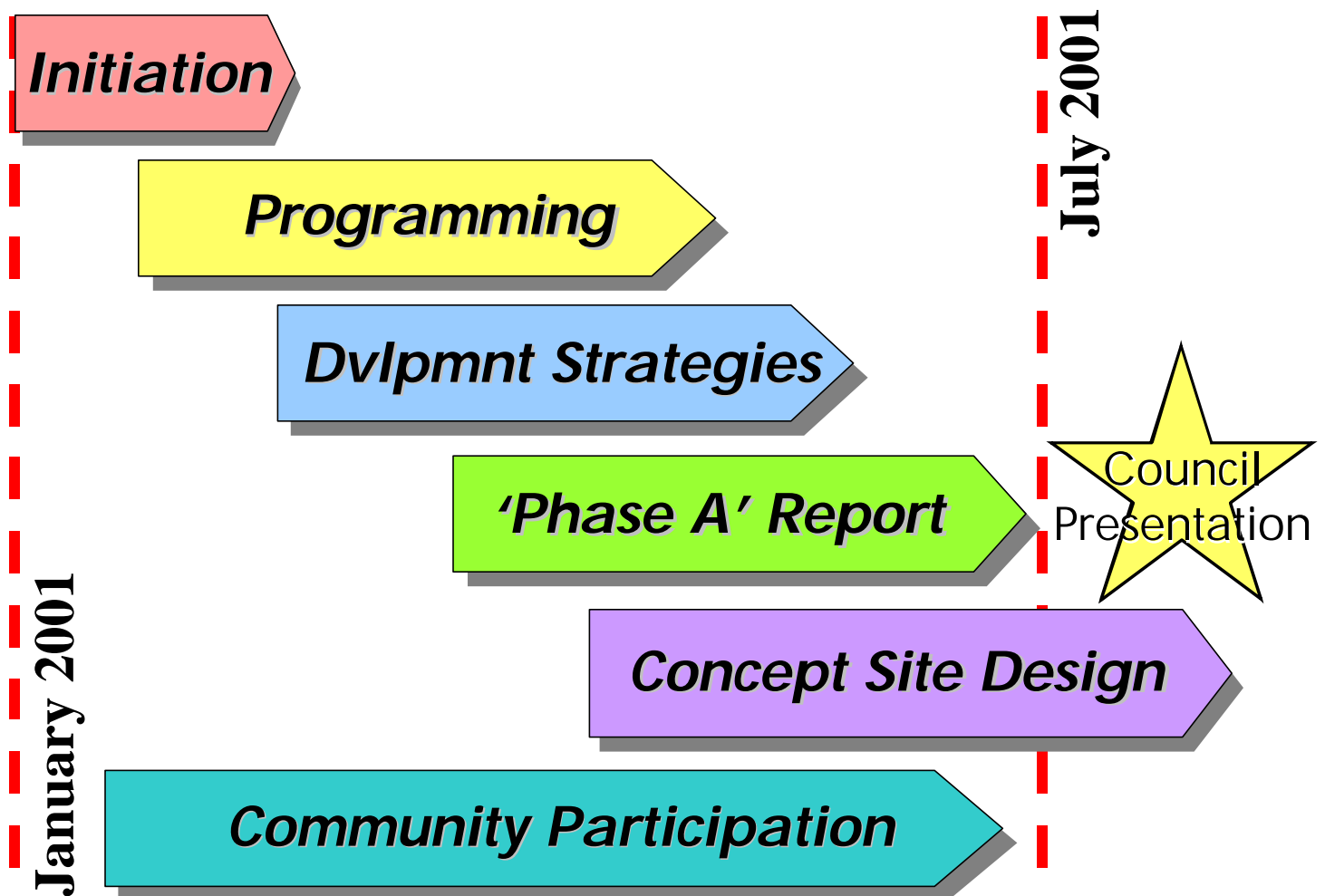
PUBLIC MEETING

LIBRARY STAFF

FOCUS GROUPS

Residents of San Leandro

Planning Process



Focus Group Survey Summary

The Library Collection and Services Surveys were completed during three focus group meetings and one public workshop. All meetings took place at the Main Library, with a total of 32 responses. The survey included questions that examined three different areas of the San Leandro Libraries:

- *Questions regarding patron satisfaction of their Library's collection, both a general evaluation and specific evaluations of children's, adult's, and multimedia collections;*
- *Questions regarding patron satisfaction of their Library's programs, such as storytime, summer reading, literacy, and computer training; and*
- *Questions regarding the sufficiency of services and facilities available, to determine if the libraries' offerings are meeting the communities' needs.*

The survey questions asked respondents to rate each of the services from “1 = very satisfied/sufficient” to “5 = not at all satisfied/sufficient.”

Library Collection

Overall, the recently renovated Main Library received much higher satisfaction ratings than the Branches. Thirty six percent of Branch users were satisfied with the general collection, while 16% were dissatisfied; whereas 100% of patrons from the Main were satisfied. Forty percent of Branch patrons were satisfied with the children's collection whereas there was an 83% rating for the Main Library. There was a strong dissatisfaction of multimedia collections from branch patrons: One-third of the patrons at Manor Branch were not satisfied, along with 20% from South Branch.

Library Programs

Both computer training and storytime displayed high levels of inadequacy in fulfilling the needs of the local users. Over one-fourth of Manor Branch users were unsatisfied with storytime and computer training programs, indicating support for providing more storytime reading sessions and computer training programs.

There was a high number of questions unanswered by respondents relating to Library programs. This might indicate that such programs did not apply to the respondents. Respondents, though, did indicate that more program space is needed.

APPENDIX

Services and Facilities

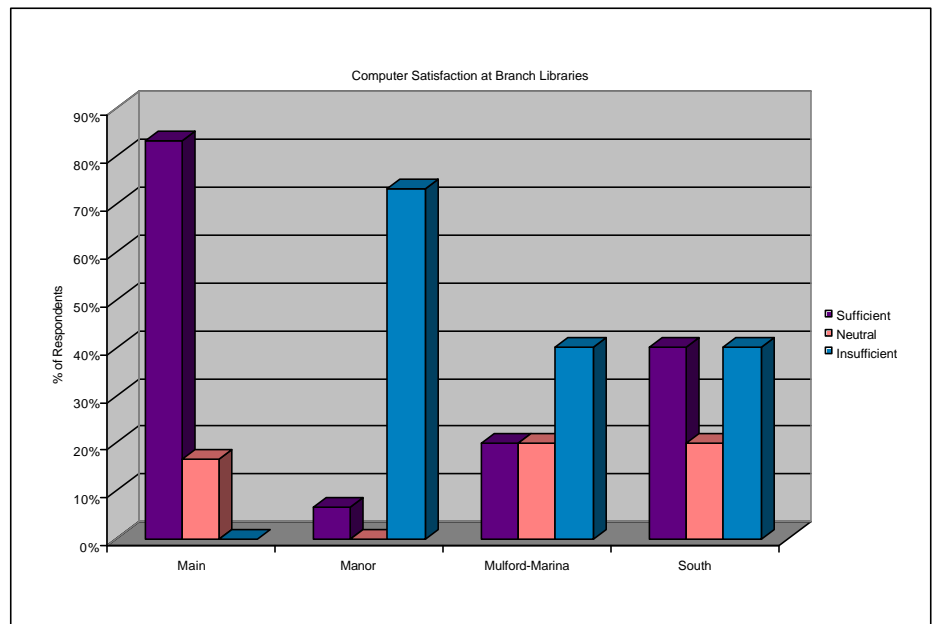
There is a need for improving the space of the facilities to accommodate more programs, computers, seating and parking. A vast majority responded that seating was insufficient at their branch. Eighty percent of patrons at both Manor and Mulford-Marina thought seating was insufficient, along with 60% at South Branch.

Sixty-seven percent of Manor, and 40% of both Mulford-Marina and South branch patrons responded that there is inadequate space for programs.

Patrons also felt that there should to be more computers at the branch libraries. Almost three-fourth's of Manor patrons found that the current number of computers did not meet their needs. Forty percent of South and Mulford-Marina branch patrons also indicated that there were not enough computers.

Parking at the branches is a concern. Almost three-fourth's of Manor patrons and 60% of South branch patrons felt that there was not enough parking. There is no dedicated parking at either Manor or South branches, while Mulford-Marina has 19 spaces.

Eighty-eight percent of patrons responded that they feel safe at their branch library. This indicates that the branches are an important component to their neighborhood by offering a safe learning and meeting space for people in the community.



Computer Satisfaction

Patron Survey Summary

The Patron Surveys and Interviews, completed over three weeks at all three branches and the Main Library, resulted in just over 100 responses, 80% of these from the branches. The survey included questions that examined three different areas of the San Leandro Libraries:

- *Questions regarding location and accessibility to the branch and main libraries, to help determine if the branch locations are well-placed within the communities they serve,*
- *Questions regarding whether or not patrons used other libraries for their library needs, to help understand if San Leandro's libraries serve as a network or if they function on a stand-alone basis, and*
- *Questions regarding services and facilities available, to determine if the libraries' offerings are meeting the communities needs.*

Further, the survey helped to procure more input from the youth age group, which was underrepresented in both the focus groups and the public meeting. Twenty-five percent of the respondents were between the ages of 1-17.

Location and Accessibility

All three branches were very well sited for the patrons surveyed. This can be seen by how patrons accessed the libraries: for Manor, over 40% of patrons walked to the library; for Mulford-Marina, over half of the patrons walked. The South branch is the most diverse in how people access it, with patrons arriving by bus, bicycle, car, and walking. The branches were much more walkable than the Main Library's patrons, where 80% of patrons arrived by car and 10% walked.

More than half of the patrons who walk and bicycle to their branch libraries do not use other libraries. While not everyone who walks or bicycles to the library is incapable of using other means of transportation, this statistic indicates that accessibility to the library on a very local level is an extremely important aspect of the branch libraries in serving people with limited mobility.

Library Use

Over half of the branch patrons do not use libraries other than their local branches. This indicates that, to ensure access of San Leandro residents to library services, the services need to be provided not only at the Main Library, but also at or through the branch libraries (such as is already done through holds, etc.). The patrons who do not use other branches are two-fold: over half of respondents aged 1-12 and 12-17, as well as those over the aged 65 or older, did not use more than their one library. This fact also supports the need for local accessibility to library services.

APPENDIX

Of those who *do* use another library, over half use another San Leandro Library, generally the Main. The Main is utilized because of its bigger and better selection of materials, hours, programs, and space.

If other areas of the City have the same demographics of patrons in terms of accessing libraries—that is, with a large number of people wanting or needing to access a library by foot or bicycle— then this supports the need for more local (branch) library service in the Eastshore area. Patron addresses are being mapped to see what the accessibility of these residents to library service, both the Main Library and branches, is. The mapping will also give an overview of where patrons are coming from for each of the Branch and Main Libraries to confirm service areas.

Services and Facilities

While most patrons utilize San Leandro Libraries for the traditional services of borrowing materials, people also seek out the library as a place to bring their own work, sit and read, or simply get away to someplace quiet. Comments included appreciation for how spacious the Main Library is, while a few people commented that they do not use the branches because they are too small. Almost a quarter of patrons use the library as a means of accessing technology, for the Internet, electronic databases, or e-mail.

Although most patrons are able to find what they need, much of this expectation may come from regular use of the library (i.e., regular patrons know what the library has and doesn't have in terms of service and materials, so they generally find what they come to use).

Three quarters of patrons expressed desire to see improvements in various areas: collection, computer/technology, seating, and spaces. While all of the responses were selected to some degree, improved collection, longer operating hours, and more computers all had strong support from branch patrons.

There was also strong support for adding or emphasizing educational support in the branches: for the question asking “*What services would you like to see added at the branches,*” the choices of homework center, arts/crafts programs, and tutoring all had support from half of the respondents.